

In the Specification:

Please add the following paragraph on page 5, between lines 5 and 6:

-- FIG. 3 is a table listing exemplary types of voice prompts, according to the present invention.--

Please amend the paragraph beginning on page 6, line 1 as follows:

In contrast, the present invention differs from the conventional IVR systems described in the above-incorporated United States patents in that an IVR system according to the present invention holds the voice prompts in a database outside the compiled code of the application program. When a call flow instruction requires a spoken prompt, the application program passes a metalanguage variable to an assignment table that is also held outside the ~~compiled~~ compiled code. The assignment table assigns a particular value to the variable, which value then serves as an entry point into the database. Consequently, to change the voice prompt associated with a particular call flow instruction, an administrator need change only the particular value within the assignment table. Thus, the present invention provides a convenient way of changing IVR system voice prompts without requiring special programming skill.

Please amend the paragraph beginning on page 6, line 11 as follows:

FIG. 1 shows an exemplary structure suitable for the present invention. A programmable processor 100 controls the execution and operation of an application program 110 that provides call flow instructions, which direct the functional operation of the IVR system; an assignment table 120, which holds specific values of variables provided by the application program 110; a

database 130, which holds a plurality of pre-recorded voice prompts in digital form; and audio apparatus 140, which provides digital-to-analog conversion of pre-recorded voice prompts read from the database 130. FIG. 3 is a table listing exemplary types of voice prompts in the database 130, according to the present invention.